

faxe

CUB Consumer Inquiry

Date: 1/19/01

Call Taken By: Sarah

Utility Company Peoples Gas

Concern Billing

Caller First Name: Sulaiman

Caller Last Name: Asim

Name On Account First: Virginia

Name On Account Last: Diehl

Address: 650 N. Central Ave.

City Chicago

State IL

Zip:

Work Phone (312) 791-7240

Home Phone: (773) 626-6080

Account Number

6 5000 0262 7200

Summary

Peoples Gas had been estimating customer's bills for 1.5 years. Around three weeks ago, a tech came out and installed an Automatic Meter reading device, and told customer that he'd been over billed over the past year and a half. Customer was expecting a credit, but he just got another bill, estimated, putting his meter reading at 9977, when actually, customer's own reading, today, was 9011. Customer does not feel he should have to pay this bill. Please look into this and contact him. Thank you.

2/20 - Customer called back to state that he has not yet heard from P.G.

OFFICIAL FILE

Friday, January 19, 2001

I.C.C. DOCKET NO. 01-0453

Complaints Exhibit No. 14

Page 1 of 2

Witness

Date 1/19/01 Reporter TR

faxed

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Date: 1/19/01

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3/27 → Mr. Asim called back today to state ~~that~~ that PG came out ~ 2 weeks ago and found that someone had tapped his line.

He was told that he'd get a corrected bill issued the following Monday. He still has not received

Wednesday, March 28, 2001 a corrected bill. Please

look into this + call him. Thanks!

CUB Consumer Inquiry

Faxed

Date: 1/19/2001

Call Taken By: Sarah

Utility Company: PEOPLE'S

Concern: Billing

Callers First Name: Sulaiman Last Name: Asim

Account First Name: Virginia Last Name: Diehl

Address: 650 N. Central Ave.

City: Chicago State: IL Zip:

Account#: 6 5000 0262 7200

Work Phone 3127917240 Ext: Home Phone 7736266080

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4/12: Mr. Asim called back to state that while his actual read was 9389, PG's bills are still for more than that.

PG now claims he owes \$492.25, while he should be getting a refund/

CUB Utility Response: *Faxed to PG.* credit. Please look into this. Thank you.

4/12: ^{Mr.}Asim called back that he got a PG recording via phone stating he was going to be DISCONNECTED 4/16 (Monday)

Muriel Mathis

312-240-7318

PG person
assigned to
case

Mary @ PG - verified
disc. as result of
customer's tapping

told me

... gave Mr. Asim Muriel's #